



STATE OF GEORGIA
OFFICE OF THE GOVERNOR

Sonny Perdue
GOVERNOR

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Governor Perdue Announces Customer Service Initiatives at DMVS

New options provided to streamline driver's license process and improve wait times

ATLANTA, GA – Governor Sonny Perdue announced today two new customer service initiatives to streamline Georgia's driver's license issuance process and ultimately improve the wait times at license facilities statewide. Qualified drivers can now request a free change of address online by visiting the Department of Motor Vehicle Safety (DMVS) website at www.dmv.ga.gov. Also, teenage drivers choosing to exchange a Class D "restricted" driver's license for a Class C "unrestricted" license will be able to utilize a mail-in application.

"I am committed to improving customer service across all sectors of state government and have been especially pleased with the customer-friendly measures being taken at the DMVS," said Perdue. "We work for the taxpayers and they deserve the most efficient and effective delivery of services that we can provide."

Initiating the online address change should have a positive impact on those who can participate in the Driver's License Automated Renewal Program. A critical factor in the success of this program is the ability of the DMVS to mail a Renewal Application to the correct address. Georgia State Law requires that drivers correct any change of address within 60 days of moving. Many residents do not complete an address change, and the Renewal Applications are returned to the DMVS. Allowing an online change of address should increase the number of citizens receiving the Automated Renewal Application and renew without visiting a driver's license facility.

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The application to exchange a Class D license to a Class C license will be automatically mailed to those who are qualified. Drivers who turn 18-years-old after November 15th should receive the application the week of their birthday. They simply return the application with a check or money order, and a replacement license will be mailed directly to them.

“Under the direction of the Governor, the DMVS has been aggressively pursuing new customer service initiatives which will have a positive effect on our interaction with the citizens and the kind of experience they have with us,” said DMVS Commissioner James R. Davis.

Several new initiatives have already been implemented – each aimed at improving customer service and reducing the wait times. Parking permits for people with disabilities have been available by mail since August. Previously those needing the special parking permit had to visit a driver’s license facility. Also, four locations in metro-Atlanta now schedule appointments for those needing to exchange an out-of-state license for a new Georgia license. And a Pilot Program which allows 16-year-olds to take an on-the-road driving test from participating driver’s training schools is underway.

For more information visit the DMVS website: www.dmv.ga.gov.